

SECTION TEN

Evaluating the Program

EVALUATING THE PROGRAM

Evaluation is important to the continued success of any HHW collection program, whether it is a one-time event or an on-going, regularly scheduled program. The sponsor should compile data from the program, including the number of participants, the percentage of the target population served, the quantities of the different wastes collected, the quantities and percentages of recycled waste, the itemized total costs, the cost per participant, and the waste management cost per pound. This information can help the sponsor determine whether program goals have been met. The sponsor's contract with the hazardous waste company should specify what data the sponsor needs from the contractor for post-collection evaluation.

In addition, sponsors can ask contractors and participants for input on flaws in the Program, such as inconvenient operating hours and locations or inefficient collection methods. This information allows programs to adapt to meet the needs of the public.

Public satisfaction with the HHW management program can be measured through questionnaires published in newspapers or filled out when participants arrive at the collection site (see Appendix D for a sample on-site questionnaire), and by requests for feedback when people call a HHW hotline. In addition, garbage sorts and wastewater

studies can detect whether less HHW is present in the municipal solid waste and wastewater streams after HHW collections, if pre-collection data also are available. This might indicate changes in disposal practices.

Finally, followup is important after a HHW collection event, especially for sponsors who hope to maintain and institutionalize the program. Local media should be provided with followup stories of the event, such as a report about the amount of HHW collected. A summary report should be prepared to document the results of the program.

